

**NORTH CAROLINA COMMISSION ON MENTAL HEALTH,  
DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES**

**Advisory Committee Minutes**

**Holiday Inn Brownstone  
1707 Hillsborough Street  
Raleigh, NC**

**Thursday, October 18, 2007**

**Attending:**

Marvin Swartz, MD, Laura Coker, Clayton Cone, Dorothy Crawford, Ann Forbes, Judy Lewis, Carl Shantzis, Ed.D., CSAPC, Emily Moore

**Ex-Officio Committee Members:** Bob Hedrick, Robin Huffman

**Excused:**

Martha Macon

**Division Staff:**

Steven Hairston, Denise Baker, Marta T. Hester, Andrea Borden, Rebecca Carina, Leesa Galloway, Monica T. Jones, Michelle Edelen, Michael Schwartz

**Others:**

Amy Hewitt, Michael Owen, Holly Riddle, Karen Stallings, Bob Hedrick, John Crawford, Louise Fisher, Paula Cox Fishman, Larry Woodard, Venus D. Malloy

**Handouts:**

1. Draft MHDDSAS Workforce Development Recommendations
2. Draft Workforce Development Initiative Report
3. Draft Report on the North Carolina Commission on Workforce Development:  
Direct Support Professional Work Group Report
4. Draft Results of Focus Groups on Workforce Issues in Mental Health Systems  
Transformation in North Carolina July 2007

**Call to Order:**

The meeting was called to order by Marvin Swartz, MD, Chairman, Advisory Committee, at approximately 9:40am. Following the welcome and introductions, Dr. Swartz reviewed the day's agenda and issued the ethics reminder.

*Upon motion, second, and unanimous vote, the Advisory Committee approved the minutes of the July 12, 2007 Advisory Committee meeting.*

### **Overview of Process:**

Steven Hairston, Chief, Operations Support Section, NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services, outlined the process for finalizing the Draft Workforce Development Initiative Report and advised that the document will be presented to the full Commission at the November 15, 2007 meeting.

Ann Forbes, Commission member, asked about the distribution of the report. Mr. Hairston advised that the report will be disseminated through the Division's Communication Bulletins. Holly Riddle advised that the NC Council on Developmental Disabilities will distribute their portion of the report to a more specific national network. Ms. Riddle also provided a brief update on the State's Workforce Conference in Winston-Salem at the request of Judy Lewis, Commission member.

### **Group Discussion on Workforce Development Initiative Report:**

Rebecca Carina, Planning Team Leader, Operations Support Session, NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services, explained the procedures that the Advisory Committee should follow to prioritize the recommendations for the final report. Dr. Swartz distributed a handout on the Draft MHDDSAS Workforce Development Recommendations to aide the group in its discussion.

The Advisory Committee made the following recommendation on workforce development to be included with the final report:

Behavioral Workforce Development Recommendations for North Carolina:

<b>STRUCTURES TO SUPPORT THE WORKFORCE</b>
<i>Recommendation 1: Create a Workforce Development section in the Division of MH/DD/SAS.</i>
<i>Recommendation 2: Create a consistent means to identify and report annually to policy makers the status of the North Carolina public MH/DD/SA services workforce as a quality improvement function.</i>
<b>BROADENING THE CONCEPT OF THE WORKFORCE</b>
<i>Recommendation 3: Create new service options for consumer directed services for all individuals with disabilities and, as appropriate, for their families.</i>
<i>Recommendation 4: Create a workforce marketing and public awareness campaign.</i>
<b>STRENGTHENING THE WORKFORCE</b>
<i>Recommendation 5: Optimize wages and benefits for professional and direct support workers</i>

<i>serving consumers of the public mental health, developmental disabilities and substance abuse service system.</i>
<b><i>Recommendation 6:</i></b> <i>Create selection tools to assist providers in reducing early turnover of workers.</i>
<b><i>Recommendation 7:</i></b> <i>Improve access to psychiatric and other medical care for consumers of MH/DD/SA services.</i>
<b><i>Recommendation 8:</i></b> <i>Create coordinated curricula and certification plans for professional and direct support workers.</i>
<b><i>Recommendation 9:</i></b> <i>Provide systematic training, technical assistance and incentives to all providers statewide on effective recruitment, retention and training practices.</i>
<b><i>Recommendation 10:</i></b> <i>Foster, encourage and support system wide training to frontline supervisors and managers on effective supervision.</i>
<b><i>Recommendation 11:</i></b> <i>Provide opportunities to empower professional and direct support workers serving consumers of publicly funded MH/DD/SA services.</i>

**Priority Area(s) for 2008:**

Dr. Swartz advised the Advisory Committee members that they should begin to discuss agenda items for the January 2008 Advisory Committee meeting since the Committee's work on the Workforce Development Initiative is completed. Several suggestions were made by the committee members including the following: community health care, access to health care, the NC Division of Medical Assistance's new dental plan/policy, Area Health Education Center (AHECS), employment, Adult Vocational Rehabilitation Services (ADVP), and crisis response.

**Public Comments:**

Paula Cox Fishman thanked the Committee for its work and suggested that they look at other issues such as reimbursement rates and benefits in the future.

There being no further business, the meeting adjourned at 2:45pm.